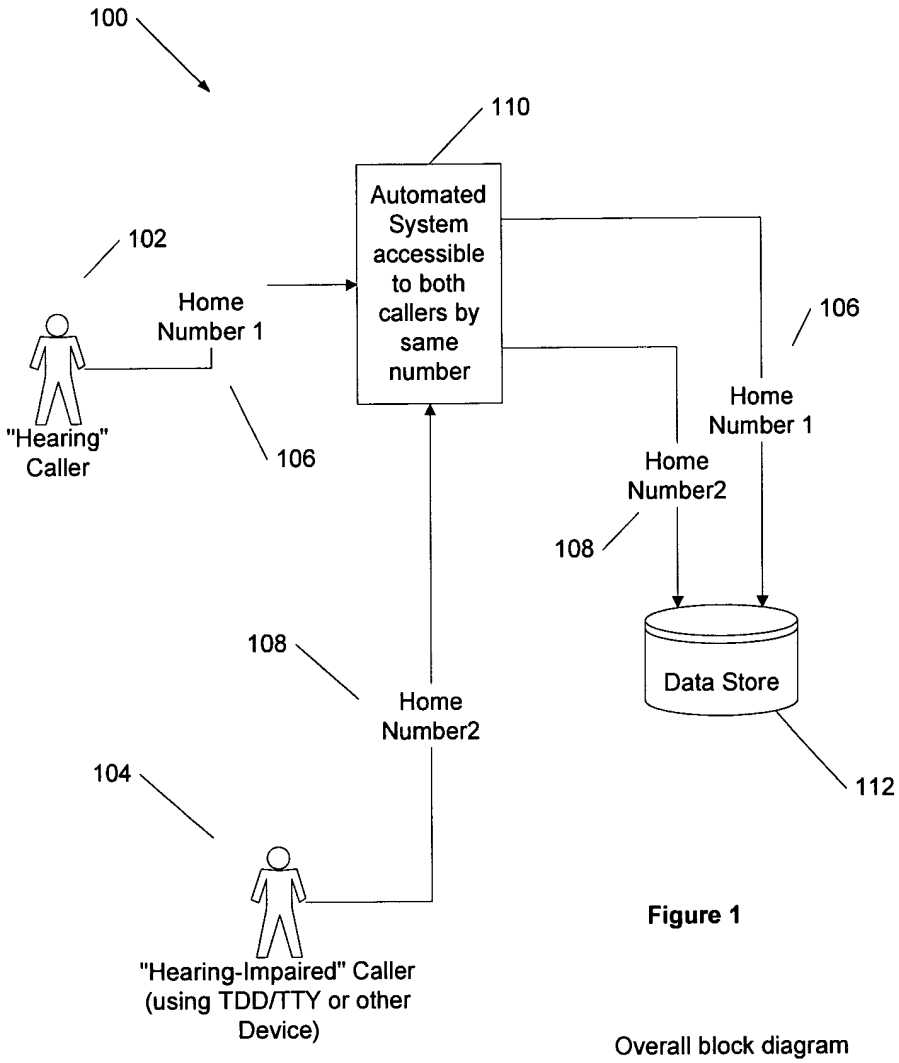

Figure 1

Overall block diagram

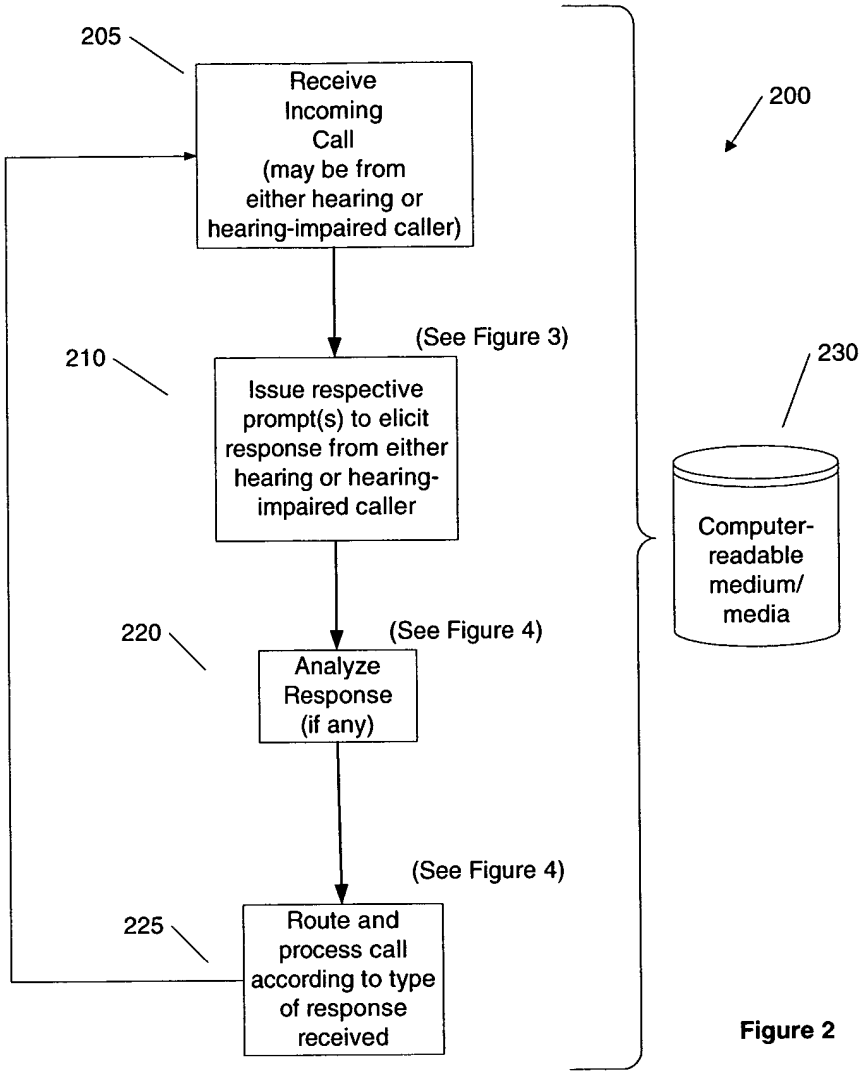

Figure 2

Overall process flow performed by system shown in Figure 1

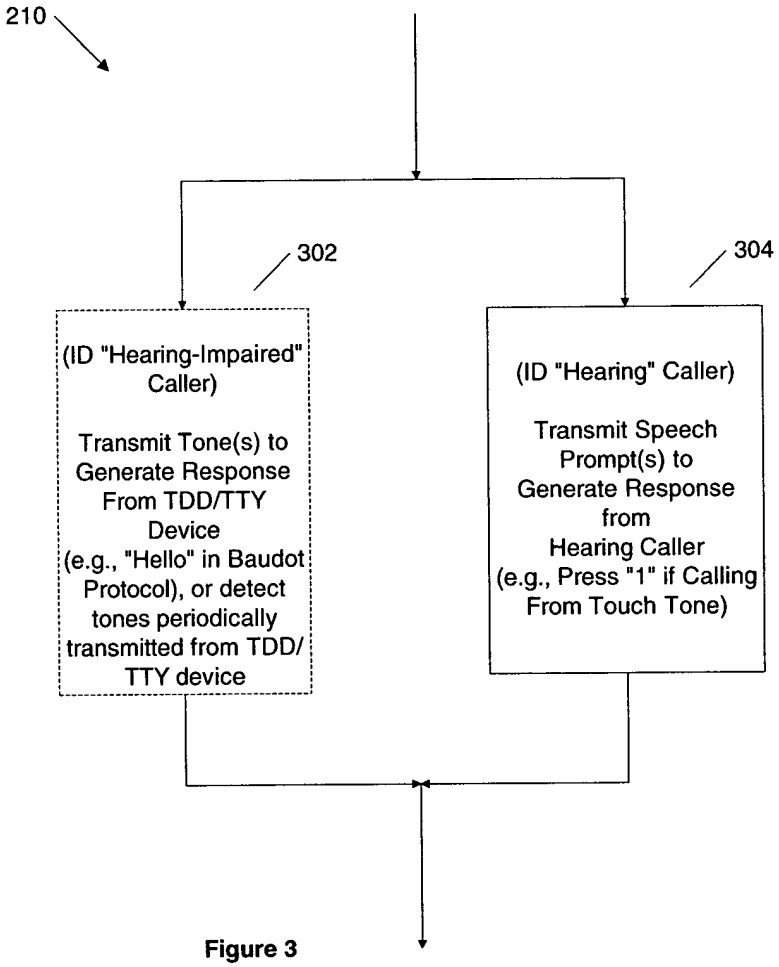

Figure 3

More detail on issuing respective prompts

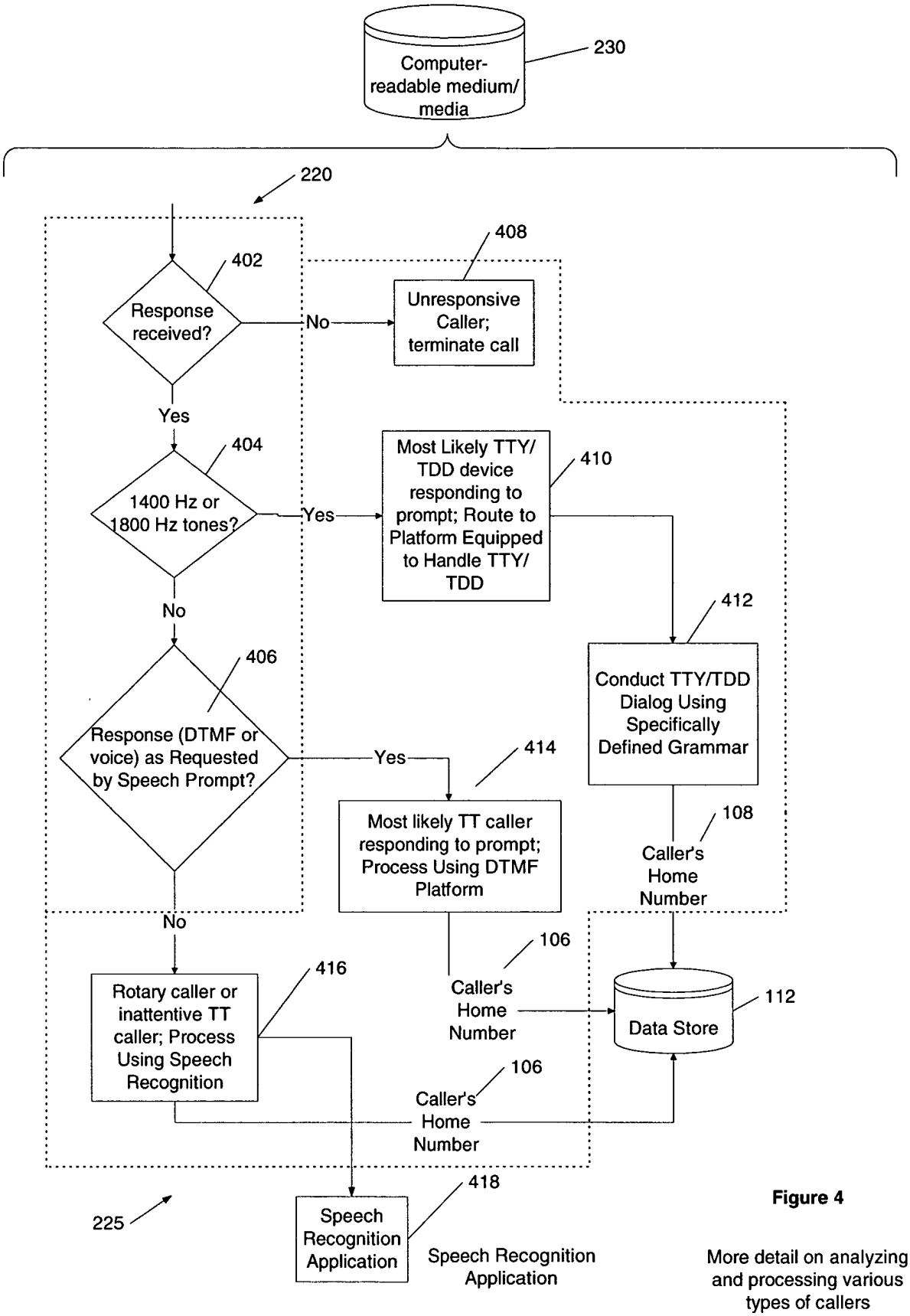

Figure 4

More detail on analyzing and processing various types of callers

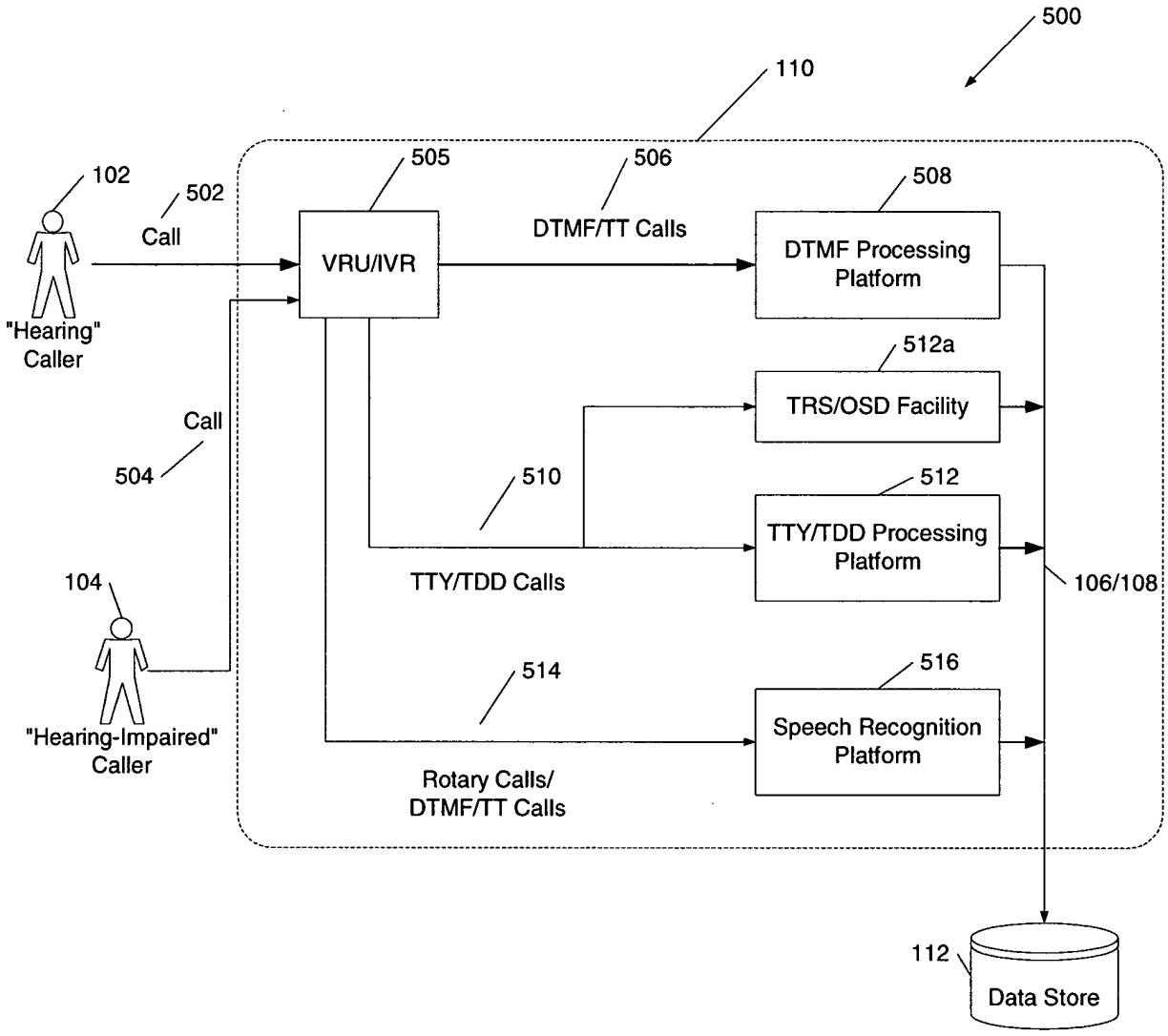

Figure 5

Diagram of components